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# Future-Ready SAP Managed Services Through Automation: Absoft's Journey to Intelligent, Self-Healing Operations

## Delivering the Next Generation of SAP Managed Services

**Absoft**, a leading SAP consultancy and Managed Service Provider (MSP) with a strong focus on SAP on Azure, set out to redefine the way it delivers managed SAP operations. Recognizing that traditional approaches focused on "keeping the lights on" were no longer enough, Absoft sought to empower customers with self-healing, intelligent automation that delivers consistent, proactive service.

In 2020, Absoft partnered with **Avantra**, the intelligent observability and automation platform built for SAP landscapes, to realize this vision. The goal: eliminate manual inefficiencies, enable predictive insights, and enhance customer value through automation-driven operations.

## THE CHALLENGE

### Evolving Beyond Traditional Managed Services

The Absoft team knew that to remain at the forefront of the SAP services industry, it needed to evolve beyond reactive maintenance. As customer environments grew more complex - spanning on-premise, cloud, and hybrid setups - traditional monitoring tools couldn't provide the real-time visibility and intelligent automation needed to keep pace.

- **Managing increasingly hybrid SAP landscapes** across Azure and on-prem environments.
- **Ensuring real-time visibility** into system health and performance.
- **Reducing manual, repetitive interventions** that drained team capacity.
- **Providing customer-specific improvements** without prohibitive costs.

Absoft evaluated alternative solutions and even considered building its own automation tool. However, developing an in-house platform was too costly and time-consuming to maintain innovation speed. Avantra offered a faster route to enterprise-grade automation, backed by deep SAP expertise and ready-to-deploy workflows

## THE SOLUTION

### Intelligent Automation and Full-Stack Visibility

Absoft selected Avantra to automate both its day-to-day SAP management and long-term service innovation strategy. With Avantra, the MSP gained:

- **End-to-end SAP landscape visibility** through business process-oriented dashboards.
- **Automated daily and best-practice system checks**, reducing operational noise.
- **Root cause analysis and proactive alerting**, preventing issues from recurring.
- **Custom checks and tailored workflows** to meet the unique needs of each customer.

By integrating Avantra, Absoft transformed its operational model:

- **Manual investigations** became automated detection and resolution flows.
- **Repeated issues were eliminated** with self-healing automation.
- **Teams gained a single-pane view** of systems across hybrid environments, improving collaboration between internal staff, third parties, and vendors.

*"Running Avantra now allows us to automate daily, best-practice and real-time system checks. We can separate the noise from the real problems - before they impact the customer."*

Robert MacDonald

Innovation and Technology Manager, Absoft

## THE IMPACT

### Scalable, Predictive SAP Operations

Since adopting Avantra, Absoft has achieved measurable outcomes:

**Faster, proactive issue resolution:** Intelligent monitoring prioritizes what matters most.

- › **Customized client services:** Avantra's out-of-the-box and custom checks allow Absoft to design tailored automation for every customer landscape.
- › **Increased team efficiency:** Routine manual checks and "second fixes" are now automated.
- › **Greater coordination:** Avantra's centralized platform supports collaboration across teams and vendors.
- › **Enhanced customer outcomes:** Self-healing operations and predictive analytics prevent business disruptions before they occur.

## AT A GLANCE



### The Challenge

- Increasingly hybrid and complex SAP environments.
- Manual monitoring and repeated fault resolution.
- Limited system visibility and automation scalability.

### Benefits with Avantra

- Real-time, full-stack visibility of SAP landscapes.
- Automated daily and real-time system checks.
- Elimination of recurring incidents via self-healing.
- Streamlined collaboration across internal and third-party teams.
- Higher-value work enabled by reduced manual workload.

*"As our customers increasingly move towards the cloud, real-time visibility, automated process implementation, and the ability to eradicate repeated incidents are set to revolutionize the SAP user experience and the results it can achieve."*

Robert MacDonald  
Innovation and Technology Manager, Absoft

## THE TAKEAWAY

### Empowering the Self-Healing Enterprise

Absoft's partnership with Avantra has redefined what an SAP Managed Service Provider can deliver. By combining observability, automation, and intelligent analytics, Absoft has moved from reactive maintenance to proactive transformation - paving the way for self-healing SAP operations across Azure and hybrid environments.

With automation now embedded at the core of its managed service model, Absoft continues to innovate, ensuring its customers benefit from faster insights, seamless cloud operations, and future-ready digital resilience.



# Now you're *really* running.<sup>TM</sup>

Want to see how Avantra can transform your SAP operations? Book a demo.

[www.avantra.com](https://www.avantra.com)